



## Directory of Services

### Dear Guest!

Welcome to the Ambra Hotel \*\*\*\*!

With this handout about our services we would like to make your stay as memorable and comfortable as possible.

We wish you a pleasant time in Budapest and a pleasant stay in our hotel!

The Management

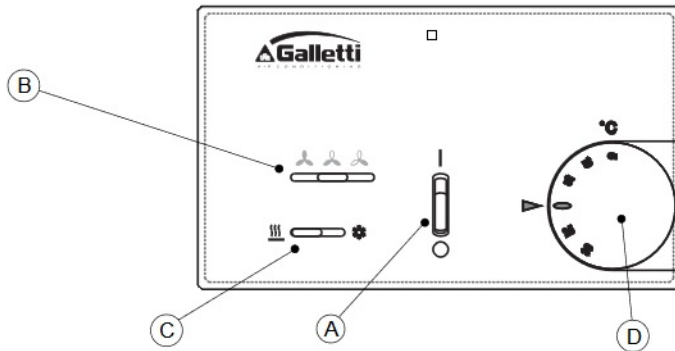
## AIR CONDITIONING / HEATING

### Air Conditioning

All of the hotel rooms are equipped with Air conditioning to make the hot summer days more comfortable for you.

The Air-Conditioning system is turned off during the winter time.

How to operate the Air-Conditioning system's control panel

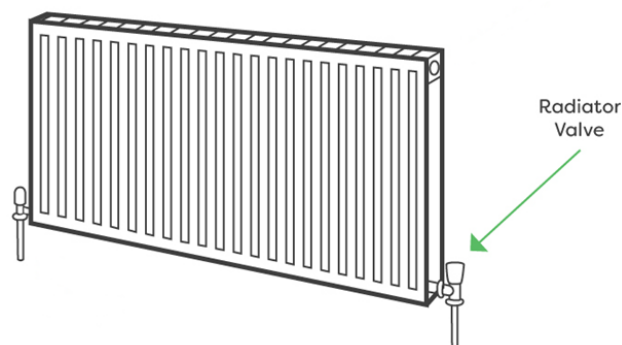


"A" - On / Off Switch		"B" - Fan Speed selector switch		"C" - Mode selector		"D" - Thermostat
I	Turn On	0	Stop		Cooling	Counterclockwise - Minimum temperature - 5 C
0	Turn Off		Maximum Speed		Ventillation	Clockwise - Maximum temperature 30 C
			Average Speed			
			Minimum Speed			

### Heating

During the freezing winter the heating is provided by the radiators.

For adjusting the comfortable temperature you can use the radiator valve:



Maximum Temperature: Turn the valve counter clockwise

Minimum Temperature / Turn Off: Turn the valve clockwise

**ADDITIONAL TOILETRIES:**

We are happy to provide you with a dental set, ladies set, sewing kit or a shaving set. These amenities are free of charge and are available at the reception desk 24 hours a day or if you wish please call the Reception: ☎ 0.

**BABY BED:**

Baby bed is available free of charge upon request.  
Please contact the Reception, please dial: ☎ 0.

**BABYSITTER:**

Babysitting by professional babysitters is available on demand and for an additional charge. Advance booking is required.  
Please contact our reception for further information, please dial: ☎ 0.

**BANK, ATM:**

There are several ATM machines and banks nearby, the nearest is located approximately 1 Minute from the hotel on the corner of Király street and Csányi street. (OTP Bank). For further information please contact the reception, please dial: ☎ 0.

**BAR:**

Cold and hot beverages, alcoholic drinks and snacks are available 24 hours a day at our bar on the lobby floor.

**BED LINEN CHANGE:**

We change your bed linen every 3 days. If you would like to ask for an extra change, please contact the Reception: ☎ 0.

**BATHROBE:**

Bathrobes and slippers are available upon request at our reception.

**BATHROOM CHAIR:**

A chair for the bathroom is available upon request at our reception, please dial: ☎ 0.

**BICYCLE RENTAL:**

There are several possibilities for bike tours in the area. Please contact the reception, if you wish to rent a bike or need information of routes. Dial: ☎ 0.

**BLANKET:**

If you wish to have an extra blanket, please contact the Reception: ☎ 0.

**BREAKFAST:**

Opening hours are Monday to Sunday 07:00 a.m. 11:00 in the Restaurant, which is located on the lobby level.

We are happy to prepare a breakfast box for you in case of departure before 07:00 a.m. upon request on the previous day. Please call: ☎ 0.

**BUSINESS CORNER:**

You will find our internet corner equipped with tablets in our lobby. Please contact our reception in case you need to use the printer.

**CAR RENTAL:**

Should you wish to rent a car, please, kindly contact our reception for further information, rental terms and conditions.

**CHECK-OUT:**

On the day of departure we kindly ask you to vacate your room until 11.00 a.m. Please inform us one day earlier about your late departure, for the prices please contact the Reception: ☎ 0. The late check-out depends on the occupancy of the hotel.

**CITY MAP:**

The map of Budapest and its surroundings is available at our reception free of charge.

**CLEANING THE ROOM:**

Our Housekeeping does the daily cleaning during the afternoon. We change your bed linen every 3 days. In order to protect the environment, towels are also changed twice a week. Should you wish to have your towels changed more frequently please leave them dropped on the bathroom floor. Should you leave your towels hanging in the bathroom, it means you do not wish to have them changed.

**COAT- HANGERS:**

Coat hangers can be found in your room. Should you require more than the amount provided, please, do not hesitate to contact the reception. Dial: ☎ 0.

**COMPLAINTS:**

In case of any inconvenience during your stay please contact the Front Office Manager or the Manager on duty at the Reception in order to solve your problem as soon as possible: ☎ 0.

**CREDIT CARDS:**

The following credit cards are accepted: American Express, Mastercard, Visa, Maestro. For further information please contact the Reception: ☎ 0.

**DOCTOR/DENTIST/MEDICINE:**

If medical care is required, please contact the Reception: ☎ 0.

**DO NOT DISTURB:**

In case you do not wish to be disturbed, please hang your 'Do not disturb' card on your doorhandle. If phone calls should not be passed to your room, please advise the Reception. It is part of our security policy not to give out any room numbers of our hotel guests.

**DRINKING WATER:**

The tap water is drinkable. You can buy bottled water, still and sparkling from the minibar in your room or at the Lobby Bar 24 hours a day.

**DRY CLEANING/LAUNDRY/IRONING:**

You can find a Laundry bag and list in your rooms. The pricelist is on the table in the brochure holder. Please contact our reception for further information. Your laundry bag is placed in the wardrobe, please leave it at the Reception or dial 0 to have it picked up from your room.

Laundry which is collected before 09:00 a.m. will be returned on the same day until 06.00 p.m.

Laundry which is collected after 09:00 a.m. will be returned on the next day until 06.00 p.m.

For this service please call the Reception: ☎ 0.

If you would like to iron yourself, please contact the Reception and you can have an ironing board and an iron any time: ☎ 0.

**ELECTRICITY:**

All room plugs are 220V. Please contact our Reception: ☎ 0 for adapters or converters.

**ELECTRIC OUTLETS:**

All electric outlets in your room are off when your room key card is not inserted in the control box. UPS socket is located at the desk.

**EMERGENCY ROUTES AND EXITS:**

Please see the instructions displayed on your room door. The fire exit signs are found on each corridor. In case of emergency please contact the Reception: ☎ 0.

**ENVELOPE AND STATIONERY:**

In case you should need an envelope or writing paper, you can find it in the holder on your table, for receiving further ones please contact the Reception. Dial: ☎ 0.

**ENVIRONMENT PROTECTION:**

Our hotel supports several environmental initiatives. We are paying great attention also to the reduction of chemicals used, we reduce our water consumption and apply selective waste collection. We would like to draw your kind attention to the fact that the feeling of comfort does not necessarily require exaggerated water and energy consumption. For this reason we kindly ask you to support our efforts. Let us save our environment together!

**FIRE EXTINGUISHERS:**

Automatic fire alarms and extinguishers are located well marked on each floor. Please read the instructions carefully and locate the emergency exits near to you. In case of fire green lights on the corridors guide you to the exits. Should you see fire, please, immediately dial extension 0 for the reception. The fire extinguishers and fire alarms are well marked in red. Do not use the elevators. The staircase leads you to the ground floor of the hotel.

**FLOWERS:**

Please contact the reception, should you need a flower bouquet. Dial: ☎ 0.

**HOUSEKEEPING:**

In order to make your stay more comfortable, the Housekeeper will be pleased to provide extra items on your request. Toiletries, slippers, bathrobe, shower cap, shaving kit, extra pillows, bed carpet, sewing kit, envelope, letter paper, etc. are provided upon request. Please call: ☎ 0.

**ICE CUBES:**

Should you need some ice, please contact the reception. Dial: ☎ 0.

**INFORMATION:**

Brochures and information materials about the city of Budapest and its surroundings are available at our reception.

**INTERNET:**

Free wireless internet (WiFi) connection is available in all areas of the hotel. The access code is printed on your keycard folder. In case you do not have notebook, our Internet Corner is at your disposal in the Lobby.

**IRON & IRONING BOARD:**

If you would like to iron yourself, please contact the Reception and you can have an ironing board and an iron any time: ☎ 0.

**KEY CARDS:**

Please leave your keycards at the reception upon checkout. Should you lose a keycard, you will be charged an extra amount of 3 EUR.

**LAUNDRY SERVICES:**

If you are interested in laundry service, you can find a Laundry bag and list in your room. The pricelist is on the table in the brochure holder. Please contact our reception for further information. Your laundry bag is placed in the wardrobe, please leave it at the Reception or dial ☎ 0 to have it picked up from your room. Laundry which is collected before 09:00 a.m. will be returned on the same day until 06.00 p.m. Laundry which is collected after 09:00 a.m. will be returned on the next day until 06.00 p.m. For this service please contact the Reception.

**LOST AND FOUND:**

Please contact the reception to assist you. Lost and found articles, except for perishable items, are kept for six months.

**LUGGAGE ROOM:**

Our reception provides complimentary luggage storage services on demand free of charge. You have the possibility to leave your luggage in our secure luggage room after check-out. Please be so kind and bring down your luggage with you, to the Reception desk, on the Check-Out day until 11:00 and we will take care of them in our safe luggage room until you come back to pick them up.

**MAINTENANCE:**

Should you find any equipment in your room to be out of order, please kindly inform the reception. Dial: ☎ 0.

**MEDICAL ASSISTANCE:**

Please contact our reception. Dial: ☎ 0.

**MESSAGE:**

Messages will be delivered directly to your room. For all your incoming messages, while you wish to be undisturbed, we leave a note on your door asking to contact the reception to pick up your message whenever it is suitable for you.

**MONEY EXCHANGE:**

EUR and HUF (hungarian forint) cash payment is accepted, however money exchange in the hotel is not possible. The reception may advise you of the nearby banks, exchange offices and their opening hours.

**PARKING:**

Limited number of parking places are available in the garage of our hotel. Please advise your parking request during your reservation.

**PETROL STATION:**

There are several petrol stations near the centre of the town within 10-15 minutes by car. Please contact the reception for directions. Some petrol station near to the hotel:

**MOL:**

- 1087 Budapest, Hős str. 9.
- 1082 Budapest, Futó str.
- 1089 Budapest, Golgota square

**OMV:**

- 1082 Budapest, Baross str.
- 1086 Budapest, Teleki square
- 1087 Budapest, Kerepesi rd 22.
- 1087 Budapest, Könyves Kálmán boulevard 76.

**PETS:**

Pets are not allowed in our Hotel.

**PHARMACY:**

There are several pharmacies near the center of the town. Please contact our reception. Dial: ☎ 0.

**PHOTOCOPYING:**

Photocopying is available at the reception for a charge. Please contact our reception for further information and rates.

**PILLOW:**

Please contact our reception to have a complimentary extra pillow delivered to your room. Dial: ☎ 0.

**POST OFFICE:**

The closest post office is located 2 minutes from the hotel. If you wish to send mail, please hand it on to the reception and we will handle it for you.

**PRINTING AND SCANNING:**

If you need to print or scan any document, please contact the reception. The service is free of charge.

**PUBLIC TELEPHONE:**

Telephone calls can be initiated from our reception. Please contact the reception for further information and rates.

**RADIO:**

This service is available through the Television.

**RECEPTION:**

Our reception team is at your service 24 hours every day of the week either in person or via house phone on extension ☎ 0.

**ROOM RESERVATION:**

Should you wish to book a room for your upcoming visit, please contact our Reception. Visit the official website of Ambra Hotel for the best available rates and discounted package offers:

[www.hotelambra.hu](http://www.hotelambra.hu). Should you plan to visit our hotel more frequently, please request information about our loyalty programme.

### ROOM TO ROOM CALL:


For calling from one room to another please dial the 3 digits of the desired room number. If you wish to be transferred by the reception, please dial: ☎ 0.

### SAFE:




We highly recommend you to place your belongings in the safe deposit box available in all rooms. The hotel is not responsible for valuables left in the guest room. Important! Please empty the safe before departure and leave the door opened.

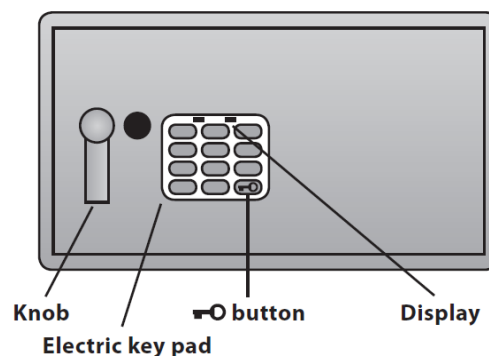
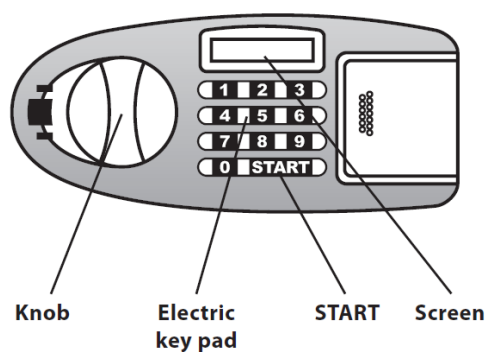
Before using the safe in your room, please take a few minutes to read the following instructions carefully to familiarise yourself with the safety box:

#### Programming the safe (setting up your code)

1. Choose an individual code that contains 4-8 digits
2. Open the door and locate the Red Button, it is on the backside of the safe's door.
3. Press the Red Button. When pressed, you will hear a „beep”. You have now 5 seconds to tip your chosen code on the front panel and press the „Start” or the  button.
4. Your code is set up now. You can close the safe's door and turn the handle.

#### Opening the safe

1. Push the „Start” or the  button.
2. Type your previously set up code.
3. Push the „Start” or the  button again.
4. After hearing the  „beep” tone, you can turn the handle and open the safe's door





**SECURITY INSTRUCTIONS:**

Please follow the security instructions for your own safety:

Please always keep your door locked and close the windows as well when leaving your room.

Watch your valuables: leave them in your safe deposit box, which is free of charge. The hotel is not responsible for valuables left in the guest room.

In case of emergency, please call the Reception: ☎ 0 .

If you hear the fire alarm, leave the hotel immediately. You can find the emergency route displayed at the entrance of your room. In case of fire do not use the elevators, you must use the stairs located both sides of the building and please follow the emergency signs.

**SEWING KIT:**

We are happy to provide you with a sewing kit. These amenities are free of charge and are available at the reception desk 24 hours a day. Please call: ☎ 0.

**SHOE POLISHING:**

The shoe polish machine can be found in front of the restrooms on the basement floor. You can also obtain shoe shine sponge at the reception. Please dial ☎ 0.

**SHOPS:**

Please contact the reception for the list of shops and opening hours.

**SIGHTSEEING TOURS:**

Budapest and its surroundings offer a wide range of programmes and excursions. Sightseeing tours and guides are available for individual guests and groups as well. Please contact our reception for further information. Please dial ☎ 0.

**SLIPPERS:**

Slippers are available free of charge upon request at the reception. Please dial ☎ 0.

**SMOKING:**

According to the Hungarian government restrictions, our hotel is a dedicated non-smoking hotel, such as all the public buildings in Hungary.

The closest designated smoking area is left from the Hotel's main entrance. Please note, if you are smoking in the room despite the rules, we will charge you 100 EUR. The rule includes the usage of electric cigarettes as well. In case the Fire Alarm turns on, there is an additional Fee of the Fire Department Budapest.

**SNACKS & BEVERAGES:**

Snacks, cold and hot beverages, alcoholic and non-alcoholic drinks are available 24 hours a day at our bar on the ground floor.

**TABLE RESERVATION:**

To reserve a table in a Restaurant, please contact the Reception. Dial: ☎ 0.

**TAXI:**

Please call the Reception: ☎ 0.

**TELEVISION:**

A wide range of TV and Radio channels are available in your room, please find the best one according to your choice.

You can switch on the TV with the help of the remote control and choose any program from an international selection of channels, which we always adjust to the needs of our guests.

Channel list:

1. BBC World News – English
2. DW English – English
3. TVE International – Spanish
4. Canal 24 Horas – Spanish
5. RAI 1 – Italian
6. RAI 2 – Italian
7. RAI 3– Italian
8. Welt – German
9. SAT 1 – German
10. Pro 7 – German
11. SAT 1 Gold – German
12. Pro 7 MAXX – German
13. Eurosport Deutschland – German
14. VOX – German
15. Kabel Eins – German
16. Spektrum Home - Hungarian
17. M1 HD – Hungarian
18. M4 Sport – Hungarian
19. Duna HD – Hungarian
20. Duna World – Hungarian
21. RTL Klub – Hungarian
22. TV2 – Hungarian
23. Rai Radio Tutta Italia – Italian
24. Petőfi radio – *Hungarian*
25. Bartók radio – *Hungarian*
26. Kossuth radio – *Hunagrian*

**TELEFAX:**

You can send fax at the reception for a charge. Please contact the reception for further information. Should you wish to receive a fax, you may have it sent to the main fax number of the hotel:

+36-1-321-1540.

**TELEPHONE:**

Our telephone system enables you to dial directly the following extensions within the hotel and to make local, national and international calls. Your telephone calls will be automatically registered and their charges will be added to your account. The Reception will be glad to assist you with further information.

Reception, Concierge:	☎ 0
Wake-up Call:	☎ 0
Room to room:	☎ Room Number
Ambulance	☎ 104
Fire brigade	☎ 105
Police	☎ 107
Emergency	☎ 112

Local Call:  
9 + 061 + Phone number

National Call:  
9 + 06 + City Code + Phone number

International Call:  
9 + 00 + Country Code + City Code + Phone number

Minor waiting time is expected before being connected. In case of not being connected even after a certain waiting time, please try to dial the number again.

**TARIFFS:**

The rates of the phone calls are automatically charged to your room bill. In case of dialling toll free numbers, we charge a base connection fee.

The charge per unit is:

Local calls:	100 HUF/ Minute (0,4 EUR/ min)
National calls:	200 HUF/ Minute (0,8 EUR/ min)
International calls:	500 HUF/ Minute (2 EUR/ min)

Argentina	54	Italy	39
Australia	61	Japan	81
Austria	43	Latvia	371
Belgium	32	Lithuania	370
Bosnia-Herzegovina	387	Luxemburg	352
Brazil	55	Macedonia	389
Bulgaria	359	Netherlands	31
Canada	1	Norway	47
China	86	Poland	48
Croatia	385	Portugal	351
Cyprus	357	Romania	40
Czech Republic	420	Russia	7
Denmark	45	Serbia	381
Egypt	20	Slovakia	421
Estonia	372	Slovenia	386
Finland	358	Spain	34
France	33	Sweden	46
Germany	49	Switzerland	41
Greece	30	Turkey	90
Iceland	354	Ukraine	380
Ireland	353	United Kingdom	44
Israel	972	United States of America	1

#### TIME ZONE:

The local time in Hungary is based on the Mid-European time (Greenwich Mean Time +1 hour). To find out the exact time, please contact our reception. Dial: ☎ 0.

#### TOWEL CHANGE:

We change them upon request due to enviromental protection. If you would like to have new towels, please drop them on the floor of your bathroom, or please contact the Reception: ☎ 0.

#### TIPPING:

The service charges in Hungary are not always included in the prices of the hotels and restaurants – unless otherwise indicated. Should you feel that you received a very good service, of course a tip is always welcome. As a general idea 10% to 15% of the total price is recommended.

#### UMBRELLA:

You have the possibility to rent an umbrella for free of charge. Deposit is required for this service. For more information, please contact the Reception: ☎ 0.

#### VASE:

Please contact the reception, should you require a flower vase.

#### VISITORS:

Visitors should be reported at the Reception. Only hotel guests can stay in the rooms after 10:00 p.m.

#### WAKE-UP SERVICE:

Please kindly advise our reception about the time you wish to have the wake up call, dial ☎ 0.